STATEMENT OF THE CLAIMS

1. (previously presented) A point-of-sale commercial transaction processing system for processing a customer transaction based upon a verbal instruction from the customer, comprising:

a) a first customer interaction terminal (CIT) adapted to receive the verbal instructions from a customer and convert the verbal instruction into an audio signal;

b) an artificial intelligence (AI) system which receives said audio signal and semantically processes said audio signal to at least partially recognize the verbal instruction from the customer, said AI system adapted to parse the verbal instructions using grammatical syntax; and

c) a human-controlled response system in communication with said AI system and adapted to intervene with said AI system when said AI system has not satisfactorily semantically processed the verbal instruction from the customer to make corrections such that control of transaction processing can be returned to said AI system during the transaction so that said AI system can further interact with the customer through said CIT.

2. (original) A transaction processing system according to claim 1, wherein:

said first CIT includes a microphone which receives the verbal instruction.

3. (original) A transaction processing system according to claim 1, wherein:

said first CIT is adapted to provide to the customer at least one of an audio and video confirmation that the verbal instruction was recognized.

3/14

4. (previously presented) A transaction processing system according to claim 1, wherein:

said first CIT includes a video display, and a character is animated on said video

display for interaction with the customer.

5. (original) A transaction processing system according to claim 4, wherein:

said character is one of human-like, animal-like or whimsical.

6. (original) A transaction processing system according to claim 5, wherein:

said character is a mascot for an establishment using said transaction processing

system.

7. (original) A transaction processing system according to claim 1, wherein:

said first CIT displays one of advertising and promotions.

8. (original) A transaction processing system according to claim 1, wherein:

said first CIT includes a video display and details of said transaction are displayed

on said display.

9. (original) A transaction processing system according to claim 1, wherein:

said first CIT includes a payment system.

10. (original) A transaction processing system according to claim 9, wherein:

    said payment system includes at least one of a debit card reader, a credit card reader, and a currency reader.

11. (original) A transaction processing system according to claim 1, wherein:

    said first CIT includes a printer.

12. (original) A transaction processing system according to claim 1, wherein:

    said first CIT includes a video camera.

13. (original) A transaction processing system according to claim 1, wherein:

    said first computer system is integral with said first CIT.

14. (original) A transaction processing system according to claim 1, wherein:

    said first computer system is adapted to respond to the verbal instruction.

15. (original) A transaction processing system according to claim 1, wherein:

    the verbal instruction pertains to a restaurant food order.

16. (original) A transaction processing system according to claim 1, wherein:

    said first CIT is in wireless communication with said first computer system.

17. (previously presented) A transaction processing system according to claim 1, wherein:

said human-controlled response system is located in a different building relative to said first CIT and said first computer system.

18. (original) A transaction processing system according to claim 1, further comprising:

d) a second CIT in communication with said first computer system.

19. (original) A transaction processing system according to claim 1, further comprising:

d) a second computer system in communication with said response system; and

e) at least one CIT in communication with said second computer system.

20. (currently amended) A method of processing a commercial transaction, comprising:

a) providing an interactive terminal;

b) eliciting a verbal instruction from a customer to the interactive terminal;

c) recording the verbal instruction;

e) d) upon receiving verbal instruction from the customer to the interactive terminal, semantically processing the verbal instruction with artificial intelligence (AI) routines, said AI routines adapted to parse parsing the verbal instruct instruction using grammatical syntax for interaction with the customer and transaction processing; and

d) e) upon determining by the AI routines or the customer that there is a problem in said semantic processing, transferring the recorded verbal instruction to a human for intervention in the processing.

6/14

21. (previously presented) A method according to claim 20, wherein:

said step of eliciting a verbal instruction is adapted for eliciting a restaurant food

order.

22. (previously presented) A method according to claim 20, further comprising:

 e) providing feedback to the customer after the verbal instruction is semantically

processed by one of the AI routines and the human.

23. (original) A method according to claim 22, wherein:

said providing feedback includes providing at least one of audio feedback and

video feedback.

24. (original) A method according to claim 22, wherein:

said providing feedback is controlled by the AI routines.

25. (original) A method according to claim 22, wherein:

said providing feedback is controlled by the human.

26. (previously presented) A method according to claim 22, wherein:

said verbal instruction is the order of a restaurant menu item, and said providing

feedback includes at least one of,

i) prompting the customer to add additional menu items to the order, and

ii) prompting the customer to increase the size of the menu item order.

27. (original) A method according to claim 20, further comprising:

repeating b), c), and d) until a customer has no additional verbal instructions for the

transaction.

28. (currently amended) A method according to claim 20, further comprising:

e) collecting payment from the customer via the terminal.

29. (previously presented) A method according to claim 20, wherein:

said intervening is performed from a location located in a different building

relative to said interactive terminal.

30. (previously presented) A method according to claim 20, wherein:

when a problem in said semantic processing is determined, transmitting the verbal

instruction over a voice over internet protocol (VoIP) network connection to the human.

31. - 48. (canceled)

49. (previously presented) A method according to claim 20, further comprising:

upon determining by the customer that there is a problem in said semantic processing,

intervening by a human to process the verbal instruction.

50. (previously presented) A method according to claim 49, further comprising:

returning control from the human to the AI routines for interaction with the customer

and transaction processing.

51. (canceled)

52. (previously presented) A method according to claim 31, further comprising:

returning communication to between the AI processor and the customer.

53. (currently amended) A point-of-sale commercial transaction processing system for

processing a customer transaction based upon a verbal instruction from the customer,

comprising:

a) a first customer interaction terminal (CIT) including a microphone, a speaker, and a

video display on which a character is animated, all for two-way interaction with the

customer, and a payment system;

b) an artificial intelligence (AI) system which communicates with the customer via the

animated character and which is adapted to semantically process semantically processes

verbal instructions from the customer using grammatical syntax; and

c) a human-controlled response system adapted to intervene that intervenes in the

transaction when said AI system has not satisfactorily semantically processed the verbal

instruction, said human-controlled response system continues to communicate

communicating with the customer via the same animated character on the video display

after intervening in the transaction.

9/14

54. (currently amended) A method of processing a <u>commercial</u> transaction <u>with a</u>

<u>customer at a customer interaction terminal (CIT) including a payment system for</u>

<u>receiving customer payment for the commercial transaction, said processing</u> based upon a

verbal instruction from the customer, comprising:

a) with artificial intelligence (AI) routines, parsing the verbal instructions from a

customer <u>for a point-of-sale commercial transaction</u> using grammatical syntax;

b) upon determining that there is an error in the parsing, making corrections with a

human-controlled response system in communication with said AI routines; ~~and~~

c) returning control to the artificial intelligence routines for parsing of additional verbal

instructions from the customer during the same transaction<u>; and</u>

<u>d) during the transaction, accepting at the payment system cash, credit card or debit</u>

<u>card</u>.

55. (new) A method of processing a commercial transaction with a customer, comprising:

a) at a customer interaction terminal (CIT) located at a first location, said CIT including

an artificial intelligence (AI) processor, a display, a microphone, and a payment system,

receiving a verbal instruction from the customer at the microphone;

b) recording the verbal instruction;

c) the AI processor parsing the verbal instruction using grammatical syntax;

d) the AI processor communicating with the customer by at least animating a character

on the display of the CIT;

e) transferring the recorded verbal instruction to human support located at a second location different from said first location; and

f) the human support providing support for communication between the AI processor and the customer so that the commercial transaction can be completed.

56. (new) A method according to claim 55, wherein:

upon said transferring, the human controlled response system at least one of completes, corrects and verifies communication between the AI processor and the customer.

57. (new) A method according to claim 54, wherein:

the human controlled response system provides support by interacting with the customer.

58. (new) A method according to claim 57, wherein:

said interacting is via the animated character on said display.